

Release Notes

hp StorageWorks NAS 1500s

Product Version: 1

First Edition (July 2004)

Part Number: 373135-001

These release notes summarize important information regarding the HP StorageWorks NAS 1500s not covered in other documents.

For the latest version of these Release Notes and other NAS server documentation, access the HP storage web site at: <http://www.hp.com/country/us/eng/prodserv/storage.html>.



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About this document

This section describes the content reflected in this document, including:

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Release notes information

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Intended audience

This document is intended for customers who purchased the HP StorageWorks NAS 1500s.

Other documentation

Additional documentation, including white papers and best practices documents, are available via the HP web site at: <http://www.hp.com>.

NAS Web User Interface

This section provides additional information on using the NAS WebUI.

Scheduled restarts do not occur

If you select **Shutdown > Schedule Shutdown > Restart Scheduled** from the **Maintenance** tab and then enter a time limit, the system does not restart.

To work around this issue:

1. Access the NAS desktop using the Remote Desktop connection.
2. Click **Start** on the taskbar.
3. Select **Programs > Accessories > System Tools**, and then select **Scheduled Tasks**.
4. Use the **Add Scheduled Task** wizard to schedule a restart.

Used space and volume name not displayed on Shadow Copies Properties page

If you click the **Disks** tab, click **Shadow Copies**, select a volume name, and then click **Properties**, the volume name and used space labels are displayed as numeric.

To resolve this issue, open Windows Explorer on a terminal services session, select the volume properties, and then click the **Shadow Copies** tab to view the shadow copy properties for the volume.

Cannot create Shadow Copies for volumes having size less than 350 MB

By design, Shadow Copies will not be created for volumes smaller than 350 MB. While the WebUI displays the *minimum free space required* for creating a shadow copy as 100 MB, this does not mean the minimum *volume size* can be as little as 100 MB. Only volumes that are 350 MB or greater should be used in conjunction with the Shadow Copy features.

Cannot create Shadow Copies if multiple volumes are selected

If multiple volumes are selected and one or more volumes is smaller than 350 MB, the shadow copy will fail.

When multiple volumes are selected for creating shadow copies, make sure that all volumes are larger than 350 MB.

Can create a VSS snapshot on VSS disabled volume

It is possible to create a VSS snapshot on a disabled volume.

This problem is the result of confusion over the meaning of the term “disabled.” The intent of disabling a volume is to clear all settings, not to prevent shadow copies from being created. If you want to prevent shadow copies from being created, you must disable shadow copies.

When shadow copies are disabled on a volume, all existing shadow copies on the volume are deleted as well as the schedule for making new shadow copies. To disable shadow copies on a volume:

1. On the primary navigation bar, click **Disks**.
2. Click the **Shadow Copies** tab.

3. On the **Manage Shadow Copies** page, select one or more volumes on which to disable shadow copies.
4. In the Tasks list, click **Disable**. The **Disable Shadow Copies** page identifies the volume for which shadow copies will be disabled.
5. Click **OK** to delete all existing shadow copies and settings for the volume.



Caution: When the Shadow Copies service is disabled, all shadow copies on the selected volumes are deleted. After being deleted, shadow copies cannot be restored.

Cannot search for File System

Open the WebUI, select **Disks > Volumes > Search**. In the dropdown list, select **File system**. In the text field, enter the name of the file system (NTFS or FAT32), and then click **Go**. No volumes are displayed.

The file system search feature is currently not available. To view all volumes based on a specific file system, sort the volumes by clicking the **File System** label.

Previously created group overwritten with no warning

Open the WebUI and click the **Shares** tab. Select **Filescreening > Groups > New**. It is possible to create a group having the same name as an existing group. In this situation, the WebUI overwrites the previously created group without informing the user that a group with the specified name already exists.

Make sure to specify a unique name for each file screening group.

WebUI allows only one per day schedule of shadow copies

Opening the WebUI and selecting **Disks > Shadow Copies > New** does not allow more granular scheduling of shadow copies than one per day. The warning indicates not to schedule more than one per hour, but that is not possible via the WebUI (Windows desktop allows hourly creation).

Add finer granularity level by using Microsoft Remote Desktop:

1. Run Explorer.
2. Right-click **Properties** on the desired disk.
3. Select **Shadow Copies > Settings > Schedule > New** to schedule shadow copies more frequently than once per day.

Change of DNS suffix does not work

Using the following steps, the DNS suffix will not be changed:

1. Set the Server Name DNS suffix using Remote Desktop (for example, bob.com).
2. Open the WebUI.
3. Click on the **Welcome** tab.
4. Select **Set Server Name**.
5. Change the DNS Suffix (from: bob.com to server.nas).

The following message results:

There was a failure in the Change System settings. (80070A87)

To work around this issue:

1. Logon to Remote Desktop through the WebUI.
2. Right-click on **My Computer**.
3. Select **Properties**.
4. Click **Change**.
5. Click **More**.
6. Change or enter the DNS suffix in the text box provided, and then click **OK**.
7. Restart the system.

Information for Web User Interface components is not included in the WebUI “Take a Tour”

The following WebUI components are missing from “Take a Tour:”

- SNMP Setup
- Adaptec Storage Manager

For details on SNMP setup, click the **Help** tab. From the **Help** menu, click **Network Setup > SNMP Settings**.

For details on Adaptec Storage Manager, click the **Disks** tab, and then click the **Adaptec Storage Manager** sub tab. From within the Adaptec Storage Manager, click the **Help** menu to access the Adaptec Storage Manager documentation.

Improper Closure of Remote Desktop

Certain operations can leave the utilities running if the browser is closed versus exiting from the program via the application menu or logging off the Remote Desktop session. Some applications may become orphaned in this manner when the Remote Desktop Session is exited improperly. A maximum of two Remote Desktop sessions may be used at any given time. Improper exit from a session can result in the sessions becoming consumed. Sessions and processes may be terminated via the Terminal Services Manager via **Start > Programs > Administrative Tools**.

Disabled network cards not visible in the WebUI

If a network card is disabled, the network card will not appear in the WebUI. Remote Desktop must be used to re-enable the network card before it will be visible again in the WebUI. Rapid Startup becomes unresponsive if a NIC Team is established and then Rapid Startup is run with the team in place, the network settings pages will become unresponsive, and the wizard page cannot be exited. To exit Rapid Startup, click some other menu item in the WebUI.

Renaming host does not change address bar of browser

When renaming the host from the WebUI, the server will restart but the address bar identification is not altered. The WebUI may continue to function but may result in a message:

The page cannot be displayed.

or a Terminal Services script error. To correct the issue, type the new name of the server into the address bar.

Rapid Startup Wizard automatically advances

If no changes are made to the Date and Time Settings page of the Rapid Startup Wizard, the page will automatically advance to the next page of the Rapid Startup Wizard after one minute. This occurs to retain the appropriate time on the system.

Renaming host forces a restart where the restart page does not refresh

When renaming the host or altering the host name in the Rapid Startup Wizard, the restart page does not refresh to the Welcome page. To resolve the issue, retype the new host name in the address bar on port 3202.

Altering the Network interface from DHCP to static causes the page not to return

If the WebUI is used to alter the IP settings of the port from which you are managing, the host will be unreachable from the current address. When this happens, the network interface page buttons become grayed out and the page does not return, although the settings take affect. To access the WebUI again, close and open the browser and navigate to the newly identified management port.

Managing NTFS Mount points

There is currently no facility for managing NTFS mount points in the WebUI. To create or manage NTFS mount points, you must use Remote Desktop. To start Remote Desktop, select **Maintenance > Remote Desktop** on the navigation menu.

Volume mount points are improperly displayed on Volume page

The path separator character '/' from volume mount point paths is not displayed on the volumes page. Consequently, a volume mount point of *c:\ydrive* will be displayed as *c:fdrive* on the volume page of the WebUI.

Default Username and Passwords

The default username and password for administration of the server either through the WebUI or the console is:

- Username: Administrator
- Password: hpinvent

WebUI continues to display Orphaned Shares

In Windows Storage Server 2003, deleting a disk that contains a share leaves an orphaned share on the file system. Orphaned shares will continue to be displayed in the WebUI until removed or until the system or service is restarted.

There are three methods for removing orphaned CIFS and NFS shares from the system. Methods one and two cause an interruption in service.

1. Restart the Server service:
 - a. Open the WebUI.
 - b. Click **Maintenance > Remote Desktop** and log in.
 - c. Right-click **My Computer** and choose **Manage**.
 - d. Open the **Services** portion of the management tree.
 - e. Right-click **Server** and select **Restart**.
2. Restart the 1500s:
 - a. Open the WebUI.
 - b. Browse to **Maintenance > Shutdown > Restart**.
 - c. Click **OK** to restart the 1500s.
3. Rebuild the share drive and share folder, then remove each share.
 - a. Open the WebUI.
 - b. Click **Maintenance > Remote Desktop** and log in.
 - c. Create a disk and map it to the same drive letter as the orphaned share.
 - d. Recreate the path to the orphaned share.
 - e. Delete the share.

If the orphaned share was also an FTP Share:

1. Click the NAS Management console found on the desktop.
2. Expand **Core Operating System**.
3. Expand **Internet Information Services**.
4. Expand the NAS machine name.
5. Expand the **Default FTP site** tab.
6. Right-click the name of the share to delete.
7. Choose **Delete**.

If the orphaned share was also an HTTP Share:

1. Click the NAS Management console found on the desktop.
2. Expand **Core Operating System**.
3. Expand **Internet Information Services**.
4. Expand the NAS machine name.
5. Expand the **Shares** tab.
6. Right-click the name of the share to delete.
7. Choose **Delete**.

Active HTML Storage Reports do not display file information properly

When the Storage Reports format is set as Active HTML, the report will not show any file information when opened with Internet Explorer. Set the Storage Report format to standard HTML to view the entire contents of the report.

List boxes do not scroll properly

Some versions of Internet Explorer will fail to scroll through list boxes that are scrolled out of view from the browser window and then scrolled back into view. If this occurs, simply maximize the browser window so that the entire list box is displayed.

DFS Root does not update on file share page

If a DFS root is created and enabled by default on shares, then later recreated under a new name, the **File Share** page does not update the DFS local root information and attempts to create DFS entries under the old name. To correct this issue, access the **Distributed File System Properties** page, update the default DFS information, and click **OK**. The file share page will now contain the proper DFS information.

FAT & FAT32 volumes are not displayed on the Volumes main page

Since the **Disks > Volumes** main page of the WebUI can only manage NTFS volumes, the page only displays NTFS volumes.

HTTP access is denied even though protocol is listed as Running

In the **Shares > Sharing Protocols** page of the WebUI, the HTTP protocol may be listed as “Running” and “Automatic,” even though the security settings disable access. To resolve the issue, select **Shares > Sharing Protocols > Select http > Properties > Security** from the WebUI. Set the appropriate level of security to enable access.

Configuration

This section provides additional information on configuring your NAS server.

Invalid link at end of startup wizard

The end of the last page of the Rapid Startup Wizard contains a link that says “Click this link to view the Installation Overview to setup and configure the StorageWorks NAS.” Clicking this link opens a new window that says “No Topic Available.”

This link will be fixed in a future release.

1500s format LD fails without drive letter

After using QuickRestore where a complete erasure of the OS and data drives occurs, the NAS 1500s will contain two 9 GB OS drives and one data drive, which will vary in size depending on the model purchased. While the data partition is present on the drive, there is no drive letter and it is not formatted. If you attempt to use Disk Management to format the partition (right-click on **Partition, Format**) the operation fails with “Format did not complete successfully.”

To successfully format the partition, assign a drive letter first, then format.

Wrong Community String for SNMP

When using Compaq Insight Manager 7.x or greater, or any versions of HP Systems Insight Manager (HPSIM), the default SNMP community string should not be changed. An additional **cpqPublic** community string should be added for use during discovery.

Exchange databases

This section provides additional information regarding Exchange databases and the NAS 1500s.

Unexpected reporting of moved mailstores during configuration change

While using the Remote Storage Wizard from the Exchange System Manager and performing a configuration change, a report stating that the wizard is moving all files may be reported to the user. The report generated is erroneous. During configuration changes, no data files are moved.

The remote storage wizard does not allow a change back to original path

While in the Remote Storage wizard, if you attempt to move multiple mailstores to a NAS share and click **Next**, there is no way to change the location back to its original local location should you decide you do not want to move all of the mailstores.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Copy fails when moving multiple mail stores

When moving multiple mail stores in the same storage group to the same Exchange path, the copy fails if both mailstore databases have the same filename (but different original paths). Example: You would be unable to copy mailstore1 (*c:\one\priv1.edb*) and mailstore2 (*c:\two\priv1.edb*) to the same Exchange share. Ensure that you use different filenames for the mail stores.

Config summary reports moving everything even when a move has not been selected

When using the Microsoft wizard provided in the Feature Pack to move a single mailstore to a Windows Storage Server 2003 NAS device from an Exchange server hosting several different mailstores, the wizard may report that all files will be moved. This is erroneous. Only the files selected for relocation will be moved.

NFS clients and Services for NFS

This section provides additional information on using NFS clients on the NAS 1500s.

File sizes are not reflecting properly on server

If you mount a Windows share from an NFS client and copy files onto the same NFS share, the size of the files may not be immediately displayed accurately on the NAS server.

The NAS server may take a few minutes to reflect the correct file size.

Services for NFS

NFS performance will increase when changing from the default of synchronous writes to asynchronous writes.

To change from synchronous to asynchronous writes (and vice versa), open the WebUI and click **Shares > Sharing Protocols**. Choose the NFS Protocol, and click **Properties**. Click the **NFS Async/Sync Setting** button to toggle between asynchronous and synchronous writes.

Note: After toggling between synchronous and asynchronous writes (and vice versa), the NFS server service must be restarted. Inform all users before restarting the service.

Keep the following in mind when toggling between synchronous and asynchronous writes:

- When the caching setting for Services for NFS is set to asynchronous writes (caching on), NFS clients may incorrectly assume that all the writes were safely committed to stable storage; the writes are only in the Services for NFS cache.
- For asynchronous writes, although Server for NFS informs the NFS client that the data has been safely written to disk, the data is still stored in cache, and is waiting to be written to disk. This might cause file corruption issues if, for example, you lose your power supply to the Server for NFS server while data is still in the cache. At this point, the NFS client assumes that data that was lost was actually safely written to disk.
- With synchronous writes on (caching off), all write requests are immediately committed to disk before a response is sent. Although synchronous writes “on” does frequently slow NFS file writes, it does improve the stability and data integrity.



Caution: Turn asynchronous writes on only if you are willing to risk file corruption if any issue with the NFS server causes the cache to be lost (for example, if the system shuts down, stops responding, loses its power supply, or experiences other serious issues).

Clearing the NFS log via the WebUI causes the log file to become inaccessible

When clearing the NFS logs via the WebUI, the log file will clear but the file permissions are set incorrectly. Access to the log `c:\vnsnfs\logs` with Windows Explorer will be denied. To resolve the issue, stop the Server for NFS service, clear the NFS log, then start the Server for NFS service. The log file will then be accessible.

NFS administrative shares support

Services for NFS does not work with administrative shares in the same fashion as CIFS. By default, a volume drive such as C: is CIFS shared as C\$. This is an example of an administrative share and is hidden to CIFS clients. If an NFS share is created and named driveS, as in the example, the share will not be hidden to NFS clients. This NFS share will act as a normal NFS share.

Volume Mount Points support

Attempting to create an NFS share on a disk mounted on a mount point will result in the error:

```
Cannot write IOCTL to NFS driver...
```

HP StorageWorks NAS 1500s supports many network sharing protocols including the NFS protocol for UNIX® and Linux clients. Shares for which the NFS protocol will be enabled must be created on logical disks that are mounted on a drive letter. Microsoft® Windows® Storage Server 2003 supports mounting virtual disks onto mount points or reparse points created on another disk already mounted on a drive letter.

Mount points enable the administrator to mount many disk devices under a single drive letter, creating the appearance and behavior of a larger disk drive with a contiguous namespace. However, the Microsoft Services for NFS Server does not yet support the functionality of mount points.

All logical disks to be used for NFS sharing should be mounted on a drive letter, not on a reparse or mount point. If no NFS shares will be created on a particular logical disk, that virtual disk may be mounted on a mount point instead of a drive letter.

Admin cannot list and map domain users and groups for NFS mapping unless the NFS admin is logged into the domain

The admin must log into the domain before mapping domain users and groups. If the admin is not logged into the domain, the domain user or group is not on the list of Windows users or groups and cannot be mapped.

User name mapping Japanese characters

User name mapping for the network file system (NFS) server does not support UNIX user names containing Japanese characters.

The names of NFS client groups that are used by the NFS server cannot contain Japanese characters.

Comments in Password and Group file not recognized

Comments preceded by a “#” in the Password and Group file will not be recognized when specifying the Password and Group file for setting up the User and Group mappings of the NFS protocol. If a Password or Group file is used with a comment, the following error will be displayed in the WebUI:

```
The user list cannot be retrieved. Make sure the password file is not corrupted and then try again.
```

Mapping Service Fails to Start

If all network ports are not attached to an active link or contain a port terminator, the mapping service will fail to start on boot. In conjunction with this failure, an error event ID 7034 is logged in system log with details as followed:

- Source: Service Control Manager
- Category: none
- EventID: 7034
- File name: netevent.dll
- Description: The user name mapping service terminated unexpectedly.

The mapping service can be re-started once all network ports become active through a link or port terminator.

Application Help

This section provides additional information on using various Help applications on the NAS 1500s.

Help content missing for location of saved Scheduled Storage reports

The help page information does not contain the location of saved reports nor is there a setting to alter the default location.

If a Scheduled Storage Report is created, it is saved in
C:\Windows\System32\ServerAppliance\WQuinn\StorageCentral SRM\5.0\Reports.

Context sensitive help for HP OpenView Storage Mirroring page is not displayed properly

Context sensitive help for HP OpenView Storage Mirroring in the WebUI page displays “Primary Navigation Page” help. However, there is no help topic related to HP OpenView Storage Mirroring in the **Help** tab.

Help for OVSM can be obtained by opening the management console for OVSM and clicking **Help > Help Topics**.

Additional applications and utilities

This section provides additional information on using certain applications and utilities on the NAS 1500s.

Japanese Support for the 1500s

The NAS 1500s supports Japanese, but a conversion process must be completed before running Rapid Startup. To convert the 1500s into Japanese:

1. Connect a keyboard, monitor, and mouse.
2. Login to the local console using the Administrator account. The password is `hpinvent`.
3. Select **Run** from the **Start** menu.
4. Enter the following:
`c:\hpnas\Conv.vbs`
5. Select **Yes** to convert the system to Japanese and restart the server.

Blue Screen (BSOD) triggered by Accessing Storage Manager 2.0 components

An issue has been discovered where the NAS server can Blue Screen and reboot when Storage Manager 2.0 components are accessed. Components include, Directory Quotas, Storage Reports, and File Screening. This issue only exists when both OpenView Storage Mirroring 4.3.3 and Symantec Anti-Virus 9.0 are installed and running on the NAS server and the system is running under at least moderate load (What constitutes load on the server is client activity, reading and writing to the NAS storage. Moderate load is defined differently depending upon which NAS platform is used.) To avoid the issue described above stop the Auto-Protect features of the Symantec Anti-virus and restart after running the Storage Manager Components.

Support of HP utilities

All currently shipping HP NAS Windows Storage Server 2003 (WSS2003) product lines support HP ProtectTools Authentication Services, Device Manager, and Role Based Access software.

Unable to open local users and groups in Remote Desktop

If you open Remote Desktop, double-click on Core Operating Systems, then double-click on users and groups the following error is displayed:

```
Unable to open the computer HPNAS. The error was: The network path not found.
```

As a workaround, right-click on **My Computer**, and then select **Manage**. You can now view the users and groups.

1500s blue LED default=blink

The blue LED on the 1500s blinks as a default. This is different from the standard HP ProLiant platform behavior (off=default, on=identify, blink=iLO).

1500s drive status lights do not function

The left most status light for each drive on the NAS 1500s does not light. Status is provided via the right most activity light for each drive. A steady blinking of the activity light indicates rebuilding or failure in progress. An audible sound is emitted when a failure occurs as well.

SNMP causing 50% load or error on boot

In certain situations at startup, the SNMP process can consume up to 50% of the CPU, or it might return an error.

Reboot to resolve the issue.

See *Common Deployment Questions: Microsoft Windows Storage Server 2003 Feature Pack* on the Microsoft web site for additional information.

Encrypted file replication fails

Using HP OpenView Storage Manager, if you replicate a set of files to a target location and then encrypt one file from the set on the source, the corresponding file may not get encrypted on the target location due to the delay in system cache flushing. Please refer to OVSM release notes for more details.

Use caution when mirroring encrypted files. If an encrypted set of files are mirrored to a target location and then a source file is decrypted, the mirrored file will remain encrypted in the target location.

NQS in NSS build 1.2.402.211 does not work with WSS-based NAS

An incompatibility was identified while testing HP StorageWorks NAS with build 1.2.402.211 of Northern Quota Server (a component of Northern Storage Suite). Subsequent testing of Northern Storage Suite, build 1.3.406.1021 has revealed the incompatibility no longer exists.

Write cache disabled on NAS 1500s

The Adaptec 2410SA contains cache memory that may be used for read ahead or write back. Enabling the write back cache will improve performance by allowing the operating systems to assume the write made it to disk when in fact the write only made it to the onboard memory. While this does improve performance substantially, data loss can occur on writes that make it to memory but not to disk should power fail to the unit. It is recommended for cache enablement that a UPS be attached to the unit to ensure data loss does not occur. Cache memory may be adjusted via the Adaptec Storage Manager utility (refer to the administration guide) or via the ROM based setup. By default the Adaptec Storage Manager will set the write cache to enabled on newly created logical disks via the tool. The setting should be reviewed if a new logical device is created by the user and set appropriately.

Microsoft Storage Server 2003

Incorrect error when file screening is implemented under Storage Manager

If file screening is enabled on a volume or directory for a particular file type and a file transfer to that volume is attempted of the restricted type, an inappropriate error message is returned to the user. The user receives a Not enough free disk space error message when disk space is indeed available, the file is simply blocked.

Cannot connect to AppleShare from a Macintosh machine

Using a Mac OS X machine when accessing a NAS share returns an error indicating:

No file services are available at the URL afp://IPaddress. Try again later
or try a different URL (server returned error-5002).

If the client authentication method is set to MS + Appletalk, clear text on the client and the operation will succeed.

Quick Restore Process

The Quick Restore DVD erases all data when logical drives are missing



Caution: If the NAS Quick Restore can not detect the original Primary and Secondary OS logical drives, Quick Restore will erase all data on the drives. If the logical drive layout has remained unaltered, the data drive will be preserved. If the data drive is preserved, a drive letter will need to be reassigned to the preserved volume before use. Refer to the *HP StorageWorks NAS Administration Guide* and the *HP StorageWorks NAS Installation Guide* for information on backing up data prior to performing a Quick Restore procedure.

Supported USB DVD Drives

This Quick Restore DVD is intended for DVD drives that have a manually loading tray. If your DVD drive has an automatic tray, ensure that the DVD is removed when the DVD tray is ejected otherwise the quick restore process will start over again. Should this happen, simply remove the DVD and power cycle the server. Refer to the HP StorageWorks NAS 1500s QuickSpecs for a list of supported USB DVD Drives.

